



REPLY TO
ATTENTION OF:

DEPARTMENT OF THE ARMY
HEADQUARTERS, JOINT READINESS TRAINING CENTER AND FORT POLK
OFFICE OF THE STAFF JUDGE ADVOCATE
7090 ALABAMA AVENUE, BLDG 1454
FORT POLK, LOUISIANA 71459

AFZX-JAC

1 June 2012

MEMORANDUM FOR Personnel Concerned

SUBJECT: Fort Polk Military Installation Damage due to an Unusual Occurrence

1. **GENERAL INFORMATION.** Service Members residing in government assigned quarters and government employees located on the Fort Polk Military Installation with property (i.e., food spoilage, personal property) loss or damaged due to a hurricane or similar unusual occurrence may file a claim pursuant to Army Regulation 27-20, Chapter 11. If you have applicable private insurance, you must first file a claim with your insurance company. Making a false claim against the U.S. Government is punishable by criminal sanction under federal law.

2. You have **TWO YEARS** from the **DATE OF INCIDENT** to file your claim.

3. The Catastrophic Loss Accelerated Settlement Procedure (CLASP) may be implemented for some disasters. CLASP provides an alternative to Army's requirement for an itemized list and detailed substantiation of property lost, damaged or destroyed. You may request the United States Army Claims Service (USARCS) use CLASP to process and pay your claim. The Commander, USARCS, authorizes CLASP on a case by case basis.

a. Notify the Fort Polk Claims Office (FPCO), if the unusual occurrence caused a total or substantial property loss or damage and the describe the circumstances surrounding the loss.

b. A Claims Examiner will document losses by on-site inspections and photography, detailed oral interviews, and available inbound shipment inventories to capture the quantity, condition, and value of property prior to the loss.

c. USARCS will deduct any insurance money you receive from your private insurance company and will apply a flat rate of depreciation to ensure payment of the Fair Market Value of your lost or damaged items.

4. If CLASP cannot be utilized, the FPCO will utilize Army Regulation 27-20, Chapter 11 to resolve you claim. Non Army Service Members must file a claim with their branch of service. Soldiers (Army) may file their claim online at <http://www.jagcnet4.army.mil/pclaims>. Login with an **AKO** (Army Knowledge Online) username and password. Contact the **AKO** help desk at 1-866-335-2769, if you do not already have an **AKO** username and password. For first time PCLAIMS users, the Soldier must create a personal profile. The personal profile must be for the Soldier (not the Soldier's Spouse). If a Soldier's spouse uses his/her personal AKO to login, he/she must scan into PCLAIMS the authority to sign for the Soldier (e.g. Power of Attorney).

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5. Complete the General Tab, Item Tab, and Insurance/FRV Tab for our office to process your claim. While not required, the Attachment Tab benefits you and helps you provide additional documentation to substantiate the value of your claim.

a. **New Claim (General Tab)** – Complete this screen. If you are unable to file your claim in PCLAIMS, you must complete a **DD Form 1842** and submit it to the Fort Polk Claims Office (FPCO). The DD Form 1842 must be signed in Block 17 by the Soldier or Spouse. If the spouse signs the form, they must provide a Power of Attorney and write “Attorney in fact for.” Make sure the amount of the claim is put in block 9. See DD Form 1842 Sample at Enclosure 1.

b. **Claim Item Details (Item Tab)** – Complete this screen and list the Name of the Item, Quantity, and Amount Claimed. Choose Missing or Damaged as appropriate. Answer the Yes/No questions as appropriate. Click “Save Item.” Enter the above information for each individual item you wish to claim. List all lost/spoiled food items as a single item with a total dollar amount of food items lost/spoiled. (Provide an itemized list of all lost/spoiled food items as an attachment in accordance with 4.d.iii.) If you are unable to file your claim in PCLAIMS, you must complete a **DD Form 1844** and submit it to the Fort Polk Claims Office. See DD Form 1844 Sample at Enclosure 2.

c. **Insurance/FRV Details (Insurance/FRV Tab)** – Complete this section. You must file with your private insurance company first for all AR 27-20, Chapter 11 claims, except Household Goods and POV shipments at the government’s expense. Failure to provide proof you filed with your private insurance could result in the denial of your claim.

d. **Attachments (Attachment Tab)** – You may elect to scan and attach a copy of the following documents to support your claim.

(1) **Estimates** – Provide estimates of repair/replacement of the property (written appraisal, catalog listing, etc.). For electronic equipment and components, the estimate must specifically state a power surge, power failure or water damage caused the damage.

(2) **Private Insurance Policy** – Provide a copy of your private insurance policy along with the payment or denial action or a signed statement of unavailability of insurance.

(3) **Lost/spoiled food items** – Provide an itemized list with as many categories as you can provide for all lost/spoiled food items. Also, you should provide receipts or pictures.

(4) **Agents** – Provide a copy of a Power of Attorney or other written authorization to file the claim and receive the funds, if you seek to file this claim on behalf of the Soldier.

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(5) **Vehicles** – Provide a copy of your vehicle’s insurance policy and vehicle’s registration. If the vehicle belongs to someone else (friend, family member, etc) contact this office for additional instructions. Provide two repair estimate. Provide photographs of the vehicle’s damage.

(6) **Replacement Costs** - Written statements from a store employee with name, phone number, store name and address, cost, and model and serial number of item and catalog or ad pages assist in substantiating the value of items over \$100.00. Purchase receipts, appraisals, photographs, etc. assist in substantiating the value of items over \$100.00. Without such substantiation, you may receive an amount considered fair and reasonable, i. e., an average price for a similar item.

(7) **Declaration** – Read the Declaration and click “Yes I Agree” to file your claim. If you correctly completed the above steps, “Thank you for creating the Claims through our Online System” will appear. Click “Print this screen for my records” and save this information.

6. For **PCLAIMS Technical Support Questions**, call the Information Technology Division help desk at (703) 693-0000 or email itdservicedesk@jagc-smtp.army.mil.

7. If the Fort Polk Military Installation does not have electricity or a claimant cannot access PCLAIMS, the claimant should contact or stop by the FPCO to receive and complete a DD Form 1842 and DD Form 1844 to file the claim. The FPCO may establish an additional area to process claims on the Fort Polk Military Installation upon the request of the Staff Judge Advocate.

8. **HOURS OF OPERATION:** Contact the Fort Polk Claims Office at (337) 531-2636/1576. Our Customer Service hours are Monday through Friday from 0800-1130 and 1230 -1630. We are closed on all Federal holidays. The Claims Office is located at 7090 Alabama Avenue, Building 1454, Fort Polk, Louisiana 71459. Our Customer Service hours may be extended by the Staff Judge Advocate during a disaster. You may consult our website for further information at <http://www.jrtc-polk.army.mil/SJA/CL.html> or our Facebook page at <http://www.facebook.com/FortPolkClaims>.